

Time to Celebrate.... Looking Backwards to the Next Millennium by Beryl Glitz

Whether you are planning a big party at the end of December or waiting for another year to welcome in the new millennium, one thing is certain: this is truly a time to celebrate, to plan for the future and to make resolutions for the new year. But it is also a time to reflect on the past. That is just what we have been doing at Pacific Southwest Regional Medical Library (PSRML) throughout 1999, as we have celebrated a special anniversary. While we can't look back on a thousand years, we have been reflecting on our past thirty years of programs and services since the establishment of the Regional Medical Library (RML) at UCLA in 1969. One way we chose to do this was by asking former associate directors to reflect on their own time at PSRML (formerly PSRMLS) in articles which we have published in each issue of this volume of *Latitudes*.

It has fallen to me to end the series for this celebratory year, and being so close to the start of the new millennium, it seemed only natural to focus on how things have changed during these past thirty years. Indeed many of the articles in this series have commented on how different things used to be and marvelled at how far we have come. In reflecting on just what types of changes the RML has witnessed, it seemed to me that since I've only personally experienced one third of those thirty years, a more reliable source of information would be the RML newsletter which has chronicled life at PSRML from the very beginning.

Indeed, it proved very instructive just going back to the first issue of the newsletter, published in October 1969, and comparing it with the September/October issue for this year. Apart from the content, the first thing that struck me was the actual newsletter itself. In 1969, the newsletter consisted of five pages of black and white typed and mimeographed sheets, produced in-house at great risk of personal cleanliness, as Nelson Gilman reminded us! Now the newsletter has a name, is printed professionally on high quality multi-tone paper, has a truly professional look (thanks to desk-top publishing), and this particular issue ran to sixteen pages, plus an insert!

We learn from that first edition that in 1969, the RML at UCLA was one of eleven
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Latitudes

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nationwide; it served four states (AZ, CA, HI and NV) and aimed its services primarily at physicians. Access to information services was the major focus of the RML program, with MEDLARS® searches and free interlibrary lending being the primary means of providing this access. As a reflection of the importance of ILL, the newsletter devoted considerable space to the importance of properly completing and verifying ILL requests, as well as recording all local library holdings which requesting libraries had already checked. Librarians were reminded that to save time, requests could be sent by "teletype, telegram, telephone or mail" while articles would be sent back by "return mail to the surgeon's office." Continuing education of health sciences library managers was another important focus for the RML and the October issue describes the types of workshops available at that time: day-long classes on how to set up basic medical library services, and lecture/slide presentations on MEDLARS to demonstrate how articles are indexed and how search analysts formulate searches.

Fast forward thirty years and we find that the RML at UCLA is now one of eight such institutions; it serves those same four states, as well as U.S. Territories in the Pacific Basin, and its services are aimed at all types of health professionals. Moreover, as the September/October 1999 issue highlights, PSRML service will now be extended to serve non-professionals with the launch of its Consumer Health Information Services Program. Interlibrary loans are still important but the requirements for requesting, verifying, sending and receiving are now vastly simplified with DOCLINE®. Considerable space is still devoted to this service area, but now items focus on electronic delivery of documents, online updating of SERHOLD®, and other issues facing librarians due to the impending switch to a Web-based version of DOCLINE. Continuing education needs of regional librarians are likewise still a big concern. Now, instead of workshops in basic library services and MEDLARS searching, librarians are offered NLM-sponsored PubMed and Internet Grateful Med classes, as well as tips on searching these new MEDLINE® interfaces. And to emphasize the complexity of the medical library environment, individual professional development awards and reduced fees for non-RML workshops are made available to encourage librarians to extend their technological skills and knowledge.

As the 1999 issue demonstrates, technology has not only altered the way our newsletter looks, it has totally changed the way we do our work and has placed new demands on us to upgrade our skills beyond the traditional borders of medical librarianship. Like most of you, I've found it an ongoing challenge to keep up with the rapidly changing technological scene and there have been times when I've longed for the "good old" days! But who would really want to go back to punching cards when we can click mice instead, or take the time to type up ALA forms instead of sending PDF files?

Just as our tools have changed and grown more diverse, so have our constituents...those we serve and those we work with. In the early days of the RML we served primarily the physician (referred to routinely as "he" in those days!) and worked exclusively with health sciences libraries. Now our services are not only for all types of health professionals (both hes and shes I'm happy to say), but we offer them to health care consumers as well, and we partner with all types of libraries to serve this growing constituency. I believe this expansion of service is perhaps the most significant change in the RML program and one which will allow us to have a very real and positive impact on our society.

We have indeed come a long way in thirty years, and like our newsletter, we look very different now. Yet, if we consider the underlying goal of the RML program, not much has really altered: we still work to improve access to health information. We still share our resources and improve our skills to take advantage of the best and fastest methods of information delivery. As we approach the new millennium and reflect on all that has gone before, we in the PSRML, both past and present, can take considerable pride in all that we have accomplished. Who knows what the next millennium will bring? With a new century and a new contract just around the corner, I know there will be many exciting challenges ahead. I feel privileged to have been a part of such a vital and important program and feel confident that the RML will continue to successfully reinvent itself to serve the health information needs of the region, just as it has been doing these past thirty years. So let's celebrate and look forward to the next thirty, forty, fifty...and counting!

EFTS

by Claire Hamasu and Heidi Sandstrom

Investigation

Electronic billing functionality for interlibrary lending/document delivery has peaked the interest of librarians in our Region for the past couple years. Based on feedback from key constituencies within the Region, the decision was made last year to pursue implementation of electronic billing, using the Electronic Fund Transfer System (EFTS) software developed by the Regional Medical Library of the NN/LM® New England Region (NER).

Version 2.0 of this software, developed to support interregional operability, became available earlier this year. It was beta tested by PSRML in the Spring, using sample data from NER. It was then tested by Norman Huckle of Savitt Medical Library, University of Nevada, Reno, during the Summer. Savitt used transaction data from Nevada net borrower libraries to upload data into QuickDoc in order to send a transaction file to NER.

(EFTS continued on page 6)

1999 Resource Library Directors Meeting

by Claire Hamasu

The Library Directors met on September 24, 1999, at the Skirball Cultural Center.

Because a substantial number of ILL topics were on the agenda, directors were invited to bring along an ILL representative.

The major topic for discussion was whether to proceed with the implementation of the electronic fund transfer system in the region. (see EFTS article on this page).

Following the EFTS discussion, PSRML staff provided updates on BioSites, E-resources issues follow-up, and consumer health.

BioSites BioSites still isn't as robust as it could be. This was the conclusion of a year-long evaluation coordinated by PSRML. A final report by Melissa Just, who was the BioSites manager at UCSF when the report was written, described a site that was well used. By August, 1998, the number of hits reached a high of 18,355. A year later that number had jumped to 24,342. Librarians consider Biosites to be a good example of evaluated Web resources; they link to it from their home pages and mention it in their Internet training. The recommendation was that to make BioSites really useful, its content should be increased. Biosites contributors, on the other hand, stated that to locate, evaluate, and describe the Web resources for BioSites takes a lot of time and effort. For most contributors,

(Resource Library continued on page 4)

BioSites work is outside of their primary job responsibilities. The PSRML developed a short survey for all contributors to determine how to facilitate the contribution process. This survey was distributed in early November.

Follow-up on E-Resources Issues Immediately following the 1998 Joint Meeting, PSRML gathered regional and national leaders in medical librarianship to identify the key issues pertaining to electronic resources and to brainstorm strategies to address these issues. Of the eight issues that were identified, PSRML was designated as having a role in addressing these four:

Issue #1 Develop or explore existing learning experiences/opportunities which teach basic business and organizational skills to librarians to help them work more effectively in their institutions. The PSRML-sponsored session at the upcoming Joint Meeting has been selected to address this issue (see PSRML at the Joint Meeting article on page 9). PSRML is also working with MLA chapter program chairs to bring in workshops on the "Building the Business Case" and "Proving Your Worth."

Issue #2 Enhance our understanding what the user wants and develop ways of helping them deal with E-resources. It was recommended that this be accomplished first by providing a clearing-house of user needs assessments and information skills competency lists for electronic resources. PSRML has put out a call for these tools and will be mounting examples on its Web site. We view this as an ongoing process and encourage network members to send examples to us as they are developed.

Issue #3 Develop a "consumer reports" for E-resources to assist in selecting materials. Following discussions with resource libraries this issue was tabled because such a resource would be difficult to maintain without funding or staff.

Issue #4 Enhance collaboration: draw upon each others strengths in working together; collaborate with public libraries; build on a local level with assistance from multi-type coalition

network affiliations using consumer health information as a focus. The new Consumer Health Information Services Coordinator will be facilitating this collaboration within the Region.

Consumer Health Information Services The Pacific Southwest Regional Medical Library (PSRML) launched its Consumer Health Information Services this summer. This program is a result of the commitment of the National Library of Medicine® (NLM) to improve the national infrastructure that supports the public's access to electronic health information.

This past year, PSRML, with outreach funding from NLM, launched two pilot projects in Region 7 in collaboration with the California State Library and Loma Linda University (LLU), one of our NN/LM resource libraries. The Del E. Webb Library of LLU has developed (1) core lists of consumer health materials for public library pilot sites in the City of Riverside, and (2) a series of workshop modules for public librarians to help them provide consumer health information resources. They have purchased consumer health materials included on the core lists with funds from the California State Library. At the conclusion of this project, the resources developed will be made available to the Region.

This summer, NLM issued a Request for Proposals: Access to Electronic Health Information for the Public. Ten proposals from Region 7 were reviewed this Fall by a committee of representatives from each NN/LM Region. Meetings are being conducted with consumer health librarians to assess needs within the Region, and number of Network consumer health librarians will be participating in panel presentations at state library association annual conferences this Fall. In addition, PSRML exhibited at the *Los Angeles Times* Festival of Health (see the Festival of Health article on page 6). Frederic Rauber has joined PSRML as a student intern, and will be working in the area of consumer health information services. ©

Kudos to NLM

On September 29, the National Library of Medicine was awarded the Vice President's prestigious Hammer Award for a series of radical improvements in its information services, including making its popular MEDLINE database of journal article references and abstracts free and easier for the general public to use.

The Library's Systems Reinvention Team, operating under a relaxed set of administrative strictures, set out to invent a better "mousetrap," and succeeded. According to Team Leader Kent A. Smith, the Library's Deputy Director, the reinvention program involved the efforts of hundreds of Library staff in all divisions.

The Team's approach was based on several strategies: the Internet would be used for delivering services; commercially available software would be used whenever practical; industry standards would be adhered to so that NLM's services would interoperate smoothly with other information systems; and, through forms and surveys, NLM's users would have a say in the design of the services they receive. (Excerpt from the 9/27/99 NLM press announcement at http://www.nlm.nih.gov/news/press_releases/hammerpr99.html) ©

Consumers Have Cause to Celebrate

by Heidi Sandstrom

MEDLINEplus® just celebrated its first birthday! MEDLINEplus, NLM's consumer health information Web site, is designed to assist the public in locating authoritative and easy-to-understand health information sources; it is receiving an enthusiastic response from health professionals and librarians as well!

In the past year, NLM has increased the number of health topics available on the site from 20 to 241 (as of 10/21/99). The latest version of MEDLINEplus, released this past September, provides the user with more direct links to these health topics, which include diseases, conditions and wellness issues. These topics are now arranged both by letters of the alphabet and by topic categories, such as "Cancers" or "Lungs and Breathing." Every topic also displays links to related topics and categories for easy navigation around the site.

Now the user can link directly from the "sidebar" to lists of "Hospitals" and "Doctors/Dentists." A new "About MEDLINEplus" page includes a message from the NLM Director, and links to the MEDLINEplus selection guidelines, and to information on how to link your site to MEDLINEplus.

NLM welcomes your comments on MEDLINEplus; you can submit these through the link at the bottom of every page. Visit MEDLINEplus at <http://www.nlm.nih.gov/medlineplus/> and let NLM know what YOU think!

LOCATORplus Questions Have Answers

Do you have any questions about LOCATORplus? Or are you looking for a brief tutorial to get you acquainted with it? If so, visit the following URL: <http://www.nlm.nih.gov/locatorplus/help.html>. The LOCATORplus FAQ link is especially useful because it answers questions about general information, access, searching the system, content, system profile, and troubleshooting. Some questions of interest are...How do I search and use LOCATORplus? What happened to CATLINE, SERLINE and AVLINE? How do I determine which identifier number for a serial record is used in the current DOCLINE and SERHOLD systems?

If you have questions that are not addressed at the above Web page, please contact PSRML at (800) 338-7657 or via email at psr-nnlm@library.ucla.edu.

Festival of Health

By Frederic Rauber



Heidi Sandstrom explains MEDLINEplus

NN/LM's involvement in the Los Angeles Times Festival of Health was a rousing success! The two-day event, which took place at University of Southern California on the October 16-17 weekend, kept us busy, but energized. Twenty-six thousand of the city's most health-minded inhabitants converged upon USC's main campus to find out more about such topics as alternative medicine, HMO's, health plans, wellness/fitness, and disease prevention.

PSRML's Heidi Sandstrom, and Claire Hamasu were joined by network librarian, Candice Benjes, (courtesy of Norris Medical Library) on Saturday, and PSRML intern, Frederic Rauber, on Sunday. The "crew" performed user query driven MEDLINEplus demos and distributed informational flyers to festival attendees, who embodied Los Angeles' celebrated cultural and ethnic diversity.

Demos were complemented by the flyers, which were anticipatory and reflective of the overall themes of the festival: Navigating Your Health and Living Well. NLM resources were highlighted in the flyers, which also featured sites of general interest, and tips for evaluating online health information.

Many attendees were interested in specific product information, particularly herbal supplements and prescription drugs. For example, one woman approached the booth with a list of the drugs her husband had been prescribed and asked for information regarding the most recent addition (Dilantin). A young man interested in "bulking up" asked about the popular supplement Creatine.

The crew left Sunday evening in high spirits, having gone forth into the information gap, and emerged with a more evolved notion of the public's health information needs.

(EFTS continued from page 3)

In addition, QuickDoc software was evaluated by Joan Schlimgen of Arizona Health Sciences Library (AHSL), University of Arizona, to determine the feasibility of Resource Libraries in our Region using QuickDoc to upload transaction data to the EFTS system.

A business plan was developed and meetings were held with UCLA Library staff to better understand the roles and responsibilities of serving as the fiscal agent for EFTS. John Stey, Associate Director of the NER, met with PSRML and UCLA library staff this summer to demonstrate EFTS and to answer specific concerns about the system.

Findings

Results of our Region's investigation of EFTS were presented at the September Resource Library Director's meeting. ILL representatives from each of our Region's resource libraries were also in attendance. Following an overview of EFTS, a discussion of current Resource Library billing practices, and reports from Savitt and AHSL, EFTS software and fiscal issues were addressed.

The Resource Library directors decided it would not be prudent to implement EFTS in the Region at this time because of the following factors:

- The EFTS software is not a finished product ready to be installed and it lacks some important features, such as the ability to handle sales tax, needed in Region 7. The New England RML was interested in partnering with Region 7 in the development of an electronic billing system that would hopefully gain nationwide

acceptance. The directors did not feel it advisable to invest the money and personnel that would be required to modify the software for our region.

- The directors were wary of investing in products (EFTS and QuickDoc) that would require modification in the near term in order to function with the new DOCLINE.
- The roles and responsibilities of the fiscal agent for EFTS (presumably one of the Resource Libraries) are extensive and complex, including managing deposit accounts and reconciling the EFTS accounting records with those of the parent institution's accounting system. None of the Resource Library directors was willing, at present, to undertake this responsibility.

The Resource Library Directors strongly recommended that, based on the grass roots interest by this and other Regions in the country, the National Library of Medicine should consider conducting a study on how to add a nationwide electronic billing and payment system to DOCLINE. PSRML, at the request of Becky Lyon, Head of the National Network Office, will be sending a report to NLM detailing our investigation and findings regarding the implementation of EFTS in our Region. ©

Check This Out!

by Heidi Sandstrom

The CDL Collections and Services page (<http://www.cdlib.org/collections/>) of the California Digital Library links to the **California Periodicals Database (PE)**, a union database of over 814,000 serials (periodicals, newspapers annuals, some monographic series, and other ongoing publications) owned by California libraries. These serials represent holdings of University of California, California State Library, Stanford, the California State University system, California's community colleges, private academic libraries, public libraries, special or corporate libraries and selected other libraries.

Holdings records of those California NN/LM Member libraries that agreed to participate in this union database were uploaded from NLM's SERHOLD database this past summer. Anyone who has Web or telnet access may search the **Periodicals Database**.

For more information about the **Periodicals Database**, click on the [more info](#) link on the CDL Collections and Services page. Then click on the link [Getting Started with Melvyl and the California Periodicals Databases](#) to learn how to create a profile, search, display your search, and save records for later downloading, mailing, printing or requesting.

Internet Connection Grant Awards

Two organizations in the Pacific Southwest Region were recently awarded Internet Connection Grants. To accelerate the pace with which health-related institutions become part of the electronic information Web, NLM offers grants to support institution-wide Internet connections. Congratulations to these award recipients!

Papa Ola Lokahi, Honolulu, HI
\$28,030

Dr. Puaalaokalani D. Aiu,
Evaluation Officer

San Diego County Health & Human
Services Agency
Emergency Medical Services
San Diego, CA
\$30,000

Patricia Murrin,
Coordinator, Information Systems

MLA Releases New Informatics DocKit

With the increasing amount of information available, health sciences information professionals must know how to navigate this sometimes conflicting information efficiently. The challenge to these professionals and health science educators is to develop effective methods for teaching students the skills and tools of information management, or applied informatics. To aid in this process, the Medical Library Association (MLA) has released the latest in series of DocKits, titled DocKit #11: Informatics in Health Sciences Curricula.

This Kit was compiled by MLA member Janis F. Brown, AHIP, University of Southern California, Norris Medical Library, Los Angeles, and Gale G. Hannigan, AHIP, Texas A & M University, College Station.

For more information or to place an order visit the MLA catalog on MLANET at: <http://www.mlanet.org/publications/kits/dockits.html>.

Clearing the Cache on Your Web Browser

<http://www.nlm.nih.gov/services/cache.html>

Question: Why and how should I clear the cache on my web browser?

Answer: Clearing the cache on your web browser may improve your web page download time and improve the performance of web-based databases, such as NLM's LOCATOR*plus*, PubMed, Internet Grateful Med, and MEDLINE*plus*.

Netscape 2.x or 3.x:

1. Select "Network Preferences" from the Options pull-down menu.
2. Click the "Cache" tab.
3. *If you are using Windows 3.1, Windows 95:*
 - Click the "Clear Memory Cache Now" button.
 - Click the "OK" button in response to Continue?
 - Click on the "Clear Disk Cache Now" button.
 - Click the "OK" button in response to Continue?*If you are using a Mac:*
 - Click the "Clear Disk Cache Now" button.
 - Click the "OK" button in response to Continue?
4. Click the "OK" button.

Netscape 4.x

1. Select "Preferences" from the Edit pull-down menu.
2. Click the plus sign (or triangle for the Mac) next to Advanced.
3. Select "Cache".
4. *If you are using Windows 3.1, Windows 95:*
 - Click the "Clear Memory Cache" button.
 - Click the "OK" button in response to Continue?
 - Click the "Clear Disk Cache Now" button.
 - Click the "OK" button in response to Continue?*If you are using a Mac:*
 - Click the "Clear Disk Cache Now" button.
 - Click the "OK" button in response to Continue?
5. - Click the "OK" button.

Microsoft Internet Explorer 2.x

1. Select "Options" from the View pull-down menu.
2. Click the "Advanced" tab.
3. Under Cache, click on "Empty".
4. Click on "OK".

Microsoft Internet Explorer 3.x

1. Select "Options" from the View pull-down menu.
2. Click the "Advanced" tab.
 - On the middle of this page is the Temporary Internet Files section.
 - Click the "Settings" button.
3. Click the "Empty Folder" button.
4. You will then be prompted by the dialog box, Internet Properties.
 - In this dialog box you are asked if you wish to Delete all files in Temporary Internet Files Folder.
 - Click the "Yes" button.
5. Click the "OK" button.
6. Click the "OK" button.

Microsoft Internet Explorer 4.x

1. Select "Internet Options" from the View pull-down menu.
2. Click the "General" tab.
 - On the middle of this page is the Temporary Internet Files section.
 - Click the "Delete Files" button.
3. You will then be prompted by the dialog box, Delete files.
 - In this dialog box you are asked if you wish to Delete all files in the Temporary Internet Files folder.
 - Click the "OK" button.
4. On the bottom of this page is the History section.
5. Click the "Clear History" button.
6. You will then be prompted by the dialog box, Internet Properties.
 - In this dialog box you are asked if you wish to Delete all files in your History folder.
 - Click the "Yes" button.
7. Click the "OK" button. ©

MEDLINE Milestone!

On July 10th of this year, the **10 millionth** journal citation was added to the MEDLINE database. More than half a million MEDLINE searches are being done each day!

PSRML at the Joint Meeting

by Claire Hamasu



PSRML invites you to our Update and Open Forum to be held on the first day of the Joint Meeting, Thursday, February 9, 1999, from 11:00 am until noon. The RML, in keeping with the theme "2000: the Future Is Now", asks you to place yourself into the future and suggest to us the types of activities that we, as the Regional

Medical Library, can institute to support your services to your health professionals. This discussion will help us write the proposal for our next contract with the National Library of Medicine for the years 2001 – 2006. Will our training sessions be web based tutorials that allow you to learn according to your own schedule? Will we be teaching you how to create Web based tutorials for your end users to learn the latest technology? Will we providing consultations through videoconferencing? We're ready to hear from you!

If the open forum doesn't provide you with the opportunity to cover all the issues you think of, RML staff will host one of the Round Table discussions over lunch immediately following our Open Forum. Here you can share your thoughts in a small group environment.

Ron Sauby was a speaker at this year's MLA Institute sponsored by the Hospital Library Section. We polled our network members who attended the Institute and upon their recommendation are sponsoring Mr. Sauby's presentation on customer service at the Joint Meeting Thursday afternoon. His session "Customer Service: Who Are Our Customers?" should assist us in building support for our library services and promoting ourselves within our parent organization. Kay Wellik will moderate. Dorothy Thurmond, representing hospital librarians, and Gerald Perry, representing academic librarians, will voice their reactions to Mr. Sauby's presentation.

As always, PSRML staff will be available in the exhibit hall to meet with you. If we've talked to you on the phone or communicated through email but haven't met face-to-face, be sure to introduce yourself. We like to put a face to a voice or name. ☺

PSRML Telephone Service Update

by Karen Ricard

In order to better assist our Network members who call our toll free number, 1-800-338-7657, please note the following telephone service update:

When calling the Pacific Southwest Regional Medical Library's toll free number, it is not necessary to listen to the entire voicemail message.

1. If you wish to immediately speak to one of the PSRML librarians or staff members, you may, at any time during the message, press "0" on your telephone keypad.
2. If you require information on Loansome Doc Service, press "1".
3. If you require information on Network Services, press "2".

We appreciate this opportunity to update our members on the best way to reach our office. ☺

Limiting Searches by Journal Subsets

If you're limiting your MEDLINE searches to Abridged Index Medicus® titles but can't remember exactly what journals are included in that subset, NLM has listed all 120 of the journals at the following website:

<http://www.nlm.nih.gov/bsd/aim.html>

An interesting breakdown of the number of special list journals indexed for MEDLINE and Index Medicus can be viewed at:

http://www.nlm.nih.gov/bsd/num_titles.html

New DOCLINE® FAQs

Visit the following URL regarding the New DOCLINE® FAQs:

<http://www.nlm.nih.gov/psd/cas/newdoclinefaq.html>

This Web page has the answers to the following questions:

Will I be able to figure out how to use DOCLINE without formal training?

What if we're not ready for the new system?

Why did my LIBID change?

How does the searching work in Borrow? If I have a MEDLINE UI, can I use that number?

How will I get reports?

Without ELHILL®, how will non-DOCLINE libraries or users have access to the information in DOCUSER®? ©

PSRML' s New Loansome Doc Web Page

We now include on our Web page a list of libraries that provide Loansome Doc® service. Please visit the following URL:

<http://www.nlm.nih.gov/psr/ld/>

This URL is given out on our phone message to those people interested in registering for Loansome Doc who call our office using the 800 number. We also direct other callers to this page who need information on Loansome Doc Libraries in our Region.

If you would like to make any changes to your library's current information on this page or have your library added to the list please contact Andrea Lynch, andlynch@library.ucla.edu.

Revised

DOCUSER/DOCLINE/SERHOLD

Schedule

NLM has revised its schedule for the Web based DOCLINE.

The current DOCLINE System, in its entirety, will remain in place until the cutover date for the new system is announced. All libraries will be given ample notice.

Below is a summary of the projected schedule and test plan for the new DOCLINE system. Please visit the following Web page for a more detailed schedule:

<http://www.nlm.nih.gov/psd/cas/docpage2.html#schedule>

October 4, 1999

Beta version .01 DOCUSER View-Only

November 1, 1999

Beta DOCUSER with Update Capability (2 weeks testing depending on amount of feedback)

December 6, 1999

Beta SERHOLD (Testing to begin December 6th and remain available until 2 weeks before production system.)

January 10 to February 4, 2000

Beta DOCLINE, which will include DOCUSER and SERHOLD (This test period will include several required load tests.)

February 14, 2000

New DOCLINE becomes available

NLM will make every effort to have the new DOCLINE system up in full production mode in February 2000. We look forward to working with our Network members on this important development. ©

Who Ya Gonna Call?

by Beryl Glitz

As you know, the Network Services Coordinator position at PSRML is currently vacant and has been reposted. During this interim period, please be assured that your needs in the area of resource sharing will continue to be met.

You can direct all your questions to Andrea Lynch, Network Assistant (andlynch@library.ucla.edu or (310) 206-5633). She will continue to handle routine inquiries and requests regarding the existing DOCLINE system, including SERHOLD. She will also continue to handle Network Membership and the related data that are uploaded into DOCUSER. Any questions she cannot immediately answer she will refer appropriately and get back to you with an answer as soon as possible.

Heidi Sandstrom, who is now Coordinator for Consumer Health Information Services, has continued to manage the EFTS project, which is evaluating the feasibility of implementing this electronic billing/fund transfer system in our Region (see EFTS article on page 3). She will continue to serve as a backup for Andrea on resource sharing issues until a Coordinator is appointed.

PLEASE NOTE that NLM is tentatively scheduling the release of the Web-based DOCLINE system for February 14, 2000. Beta testing of the new system is scheduled for mid January. We have received many questions about training for the new DOCLINE; we will update you on instructional resources and training opportunities as they become available.

Thank you for your patience during this time of many transitions! ☺

What Does Our Region Look Like? Revisited

by Andrea Lynch

Editor's note: Below are statistics about Region 7 of the National Network of Libraries of Medicine (NN/LM) that you might find of interest!

NETWORK MEMBERSHIP

- Region 7 has a total of 613 Network Members

SERHOLD

- Region 7 has 374 SERHOLD contributors
- The numbers of SERHOLD contributors in Region 7, separated by state, are as follows: 44 in **Arizona**; 300 in **California**; 13 in **Hawaii**; 12 in **Nevada**; and 5 in the **Pacific Basin**

DOCLINE

- Region 7 has 352 full (borrow and lend) DOCLINE participants
- The Region has 27 Borrow-Only DOCLINE participants
- 94% of our eligible SERHOLD contributors are full DOCLINE participants
- The numbers of full DOCLINE participants and Borrow-Only DOCLINE participants grouped respectively by the states within the Region are as follows: 42 and 6 in **Arizona**; 281 and 18 in **California**; 13 and 1 in **Hawaii**; 11 and 0 in **Nevada**; and 5 and 2 in the **Pacific Basin**

LOANSOME DOC AND CONSUMER HEALTH

- Region 7 currently has 152 libraries providing Loansome Doc service, and 76 of these provide the service to unaffiliated users
- The Region has 170 libraries that have consumer health materials in their collections ☺

National Maximum ILL Charge

In October 1999, the recommended increase in the national maximum ILL charge to \$11 was approved. NLM will not change its ILL charges at this time. The current maximum being charged in the Pacific Southwest region is \$10.00.



http://www.nlm.nih.gov/pubs/techbull/so99/so99_technote.html

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The *Medical Subject Headings - Annotated Alphabetic List, 2000*; *Medical Subject Headings - Tree Structures, 2000*; and *Permuted Medical Subject Headings, 2000* may now be ordered from the National Technical Information Service (NTIS).

Order and pricing information for these publications can be found on NLM's Web site at:

<http://www.nlm.nih.gov/pubs/pubcat.html>. To see the listings for the MeSH tools click on the letter M and scroll down.

Questions concerning orders may be directed to NTIS at 800-553-NTIS (6847). Callers from outside the U.S. including Canada may reach NTIS at 703-605-6000. Questions about standing orders should be directed to the NTIS Subscription Section at 703-487-4630. ©

New NCBI Web Site Highlighting Scientific Research

The National Center for Biotechnology Information (NCBI), a division of NLM, has launched a new Web site called Coffee Break at <http://www.ncbi.nlm.nih.gov/Coffeebreak>. Coffee Break is a collection of short reports on recent biological discoveries. Each report incorporates interactive tutorials that show how bioinformatics tools are used as a part of the research process. The Coffee Break links to PubMed and BLAST tutorials illustrate how a search on the topic being discussed might be formulated and the results you would retrieve. Please note that you are NOT connected to the actual search engines from these links, but to a tutorial with a pre-fabricated search and retrieval.

Past Coffee Break topics include: Dissecting the mechanism of our internal clock and What do Lyme disease and syphilis have in common. Currently, NCBI staff write all Coffee Break reports and the site will be updated with a new article approximately every two weeks. For more information and for contact links, please go to the Coffee Break Web site.

HealthSTAR Files Reconfigured

The HealthSTAR ELHILL file configuration changed on July 29, 1999. In the new file configuration, HealthSTAR contains citations from 1992 forward and HealthSTAR75 contains citations from 1975-1991. Two years of data (1990-1991) were moved from HealthSTAR to the backfile, because the current file had run out of the space needed for the addition of new data. The messages you see when you connect to these files in ELHILL will NOT be changed, that is they will continue to show the past years of coverage.

The IGM HealthSTAR search screen year range pull-down menu has changed so that the current file shows the correct start date of 1992, rather than 1990.

Highlights of the New Beta Version of PubMed

prepared by Toby Port, MEDLARS Management Section

A new beta version of PubMed at <http://www.ncbi.nlm.nih.gov/entrez/> became available on September 21, 1999. This version of PubMed will be running in parallel with the current operational version of PubMed at <http://www.ncbi.nlm.nih.gov/PubMed> and there is link from the operational PubMed home page to the new beta version. The beta version will eventually become the operational version of PubMed and you are strongly encouraged to familiarize yourself with the look and feel of the new search engine.

This article is a brief introduction to many of the new features in the beta version. A number of these changes have been made on the basis of input and requests NLM has received from PubMed searchers. More detailed information on the beta version can be found from its sidebar in the Help and the FAQs. The FAQs will answer many of your questions as you transition from the operational version of PubMed to the beta version.

Improved Access to All Search Features - The screens in the beta version provide easy access to all features; all options are displayed and available from every screen. The MeSH Browser, Citation Matcher, etc., shown in Figure 1, appear in the sidebar of every screen. All the new features (Limits, Index, History and Clipboard) are also available on every screen.

New Home Page - A new home page more clearly offers the other NCBI Entrez databases, in addition to PubMed that are available for searching. The other databases are shown in a toolbar across the top as well as in the database selection box. The default database is PubMed.

New Limits Feature - A new Limits feature gives you the option of searching by specific fields plus pull-down menus that allow you to limit by Publication Type, Language, Subsets, Ages, Human or Animal, Gender, Entrez Date, and Publication Date. Click on the word Limits from the features bar to bring up the Limits choices.

(Highlights continued on page 14)

(Highlights continued from page 13)

Using the Limits Feature - Once you have selected one or more of the Limits, and click on the Go button to run your search, the Limits selections will be used in the current search and retained and displayed on all future searches.

New Index Feature - A new index feature allows you to view an alphabetic list of terms within a search field, (e.g., MeSH Terms, Author Names) and to select terms to build a search strategy using the Boolean operators, AND, OR, and NOT.

New History Feature - A new History feature saves your input as numbered search statements and allows you to use these search statement numbers in new strategies.

Clicking on History will display a complete list of your search statements (up to 100 search statements) during a single session. If you exceed 100 search statements in a single session, the first search statement will be dropped off and replaced by the newest search statement. After one hour of inactivity, your search history will be erased. You may also elect to erase your search history, by clicking on the Clear History button near the bottom of the History screen.

New Clipboard Feature - The new Clipboard feature allows you to view or temporarily save (in the clipboard) selected citations from one search or several searches that you may want to print, save to a file, or order. To add a citation from your retrieval to the clipboard, check the box to the left of the citation and then click on the Add to Clipboard button. To see the items you have placed in the Clipboard, click on Clipboard in the Features bar. All ordering of documents using Loansome Doc will now be done through the Clipboard. If you select the same citation from several searches, the Clipboard will display the citation only once, eliminating duplicates. The maximum number of items that can be placed in the Clipboard is 500 and Clipboard selections will be lost after one hour of inactivity on PubMed or any of the other Entrez databases.

New Format Features - A new Display format called Brief has been added. This format includes only the first author, first ten characters of the title, and the PMID (PubMed Unique Identifier). The Summary format is the default format and displays: first author; title; journal abbreviation; date, volume/issue, pagination, PubMed unique identifier and unique identifier. While the summary format is not new, citations can now be saved and printed in this format.

New Links Available - There are new links available on many of the citations. LinkOut, is a service that provides links from PubMed citations to full-text journal articles, biological data, sequence centers, etc. Third parties provide a URL, resource name, brief description of their web site, and then PubMed creates the links to their site. There are also links to other databases.

Contact Information - NLM encourages you to try the beta test version of PubMed and give us your feedback on the new system at: pubmednew@ncbi.nlm.nih.gov or click on Write to the Help Desk shown at the bottom of each PubMed screen. Watch for future articles in this publication, highlighting searching and new features in this beta version of PubMed.

NLM Online Training Program - 2000 **prepared by Janet Zipser, MEDLARS Management Section**

September 30th and the end of public access to ELHILL are almost here; it's time to transition your searching to either PubMed or Internet Grateful Med (IGM), if you haven't already done this. We will continue offering the 1-day Transition class (for ELHILL searchers learning to use PubMed and IGM) through the end of the 1999 calendar year as we have already scheduled those classes. We are planning to offer a new class beginning in 2000 (to replace the Transition class) in addition to the 2-day Introduction class and the 1-day TOXNET on the Web class.

The 2000 training schedule along with the remainder of the 1999 classes may be found at the National Online Training Web site (<http://www.nlm.nih.gov/mar/online>).

Classes Offered - Keeping Up with NLM's PubMed and the Next Generation Gateway To replace the Transition class, we will offer a new 1-day class covering PubMed and the anticipated NLM Next Generation Gateway. For further information about the Gateway, see the March-April 1999 NLM Technical Bulletin article titled Next Generation Gateway (http://www.nlm.nih.gov/pubs/techbull/ma99/ma99_gateway.html). This class will be designed for the NLM searcher who has been searching the PubMed system but would like a refresher or an update on the newest enhancements and also wants to learn about the new NLM Next Generation Gateway expected in the coming months. It is expected that students attending this class have some

knowledge and experience with PubMed searching. In addition, students should be familiar with MEDLINE, MeSH vocabulary and Boolean logic as these core topics will not be covered in this class. If you have never searched PubMed before, the 2-day Introduction class (described below) would be the appropriate class selection. There is no charge for this class.

Introduction to Web-based Searching: Using PubMed, Internet Grateful Med, and the NLM Next Generation Gateway to Search NLM's Databases - This 2-day class is designed for the searcher who is new to searching MEDLINE. This includes those who have never searched before, as well as users with some searching experience but little prior knowledge of the MEDLINE database or the MeSH vocabulary. Students learn to use both the PubMed and Internet Grateful Med search systems as well as NLM's Next Generation Gateway, with emphasis on areas specific to NLM databases, including the MeSH vocabulary, database fields and creation, and Boolean logic. There is no charge for this class.

TOXNET on the Web Specialized Module - This 1-day class is designed to convey the basics of searching the National Library of Medicine's TOXNET, a Web-based system of databases in the areas of toxicology, environmental health, and related subjects. Students will learn the content and structure of files covering toxicology data, toxicology literature, toxic releases, and chemical searching and nomenclature. Among the databases highlighted will be TOXLINE, the Hazardous Substances Data Bank, the Integrated Risk Information System, the Toxic Release Inventory, and ChemIDplus. There is no charge for this class and it is taught only at NLM in Bethesda, MD.

How to Apply - You may view the training class schedule and register online for classes at the National Online Training Center Web site found at <http://www.nlm.nih.gov/mar/online>.

Every attempt will be made to place training applicants in the class requested. If a class is filled, applicants will be registered for their second choice, and also automatically placed on a waiting list for their first choice. Approximately one month prior to the class, registrants will receive a packet with information on hotels, local site arrangements and the class agenda. Information on location of training sites and links to many of the site's Web sites are also available from this Web site. Please note that all classes are considered "tentative" pending the required minimum enrollment one month before the class.

Each person makes a difference - Our classes are in demand and usually fill rapidly, often creating a waiting list. In order to help us provide training opportunities to as many people as possible, please notify the National Online Training Center office if you have registered for a class and your plans change. The more advance notice you give us, the more likely it is that someone else can take the available space. It is very disappointing to begin a class with empty chairs that could have been occupied. We are asking for your cooperation to help allow as many people as possible to benefit from this free training program.

Training Workbooks Available - The training workbooks for the Introduction and Keeping Up classes are available for downloading from the NLM's Web site. The workbooks are available in two formats: PDF and WordPerfect. These workbooks are not copyrighted. Feel free to use any part of the workbooks -- you may customize the workbook for training programs, demos, or workshops you conduct. You might also want to use the workbooks as a self-training guide if you can't get to a class or your scheduled class is several months away. The workbooks are found at: http://www.nlm.nih.gov/pubs/web_based.html.

Distance Education via the Web - A Web-based tutorial on PubMed is in development. It is expected to be available in early 2000. Later next year we also hope to experiment with desktop videoconferencing as yet another training alternative. It is anticipated that this technology can allow us to reach many of you on a frequent basis with short, timely presentations on new features, enhancements, or that most frequently asked topic. These videoconferences would be archived and available on the NLM Web site for viewing at a later date. Please stay tuned next year for upcoming details on both the PubMed Web-based tutorial and the videoconferencing experiment.

Questions/More Information - If you have questions or need additional information, please contact

National Online Training Center

notc@nyam.org

800-338-7657 (press 2) or 212-822-7396

Web Site: <http://www.nlm.nih.gov/mar/online>

or

NLM Customer Service

custserv@nlm.nih.gov

888-FINDNLM (888-346-3656)

UPCOMING EVENTS

December 1999

1-31 Happy Holidays!

January 2000

14-19 ALA Midwinter Meeting 2000, San Antonio, Texas - <http://www.ala.org/events/mw2000/index.html>

24-28 "Partnerships for Health in the New Millennium: Launching Health People 2010" - <http://www.health.gov/partnerships>

February 2000

1 Information Access Grant and Information System Grant - http://www.nlm.nih.gov/pubs/factsheets/resource_grants.html
Integrated Advanced Information Management Systems Grants - <http://www.nlm.nih.gov/pubs/factsheets/iaims.html>

9-12 MLGSCA/NCNMLG Joint Meeting "2000: The Future is Now!" - <http://www.mlgsc.mlanet.org/mlg2000/>

Staff News

Claire Hamasu is now the Interim Associate Director. She assumed this position on October 1st, following the retirement of Beryl Glitz.

Frederic Rauber has joined us this quarter as a student intern. A native of Colombia, he received a degree in history from California State University, Long Beach and is currently a second-year graduate student at UCLA's Department of Information Studies. We are enjoying his many talents and enthusiasm.

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